

## **Medical Records**

Medical records are the property of the federal government and must be maintained by a CG military facility. IAW HIPAA regulations, a signed authorization form is required if someone other than the patient is picking up the record or requesting copies of the record. These forms are available at the front desk.

## **Laboratory 636 3192**

Orders for lab testing from a civilian provider may be accommodated if supplies and staffing are available, however a request for lab testing must first be generated by a Coast Guard medical provider.

## **Work-Life 206 217 6640**

Work-Life representatives are available at Base Seattle. They are located in Bldg. 1 on the 3rd floor.

## **Advance Directives (Living Wills)**

CG health care facilities are not required to provide such information under the law. You may contact your unit Legal Officer for assistance.

## **CG Support Program (CGSUPRT)**

To access CGSUPRT call toll free 855-CGSUPRT (855-247-8778) or go to their website. [www.CGSUPRT.com](http://www.CGSUPRT.com).

## **DoD Safe Helpline 877 995 5247**

Confidential, live 1-on-1 sexual assault support.

## **Patients Rights**

A copy of the Patients Rights and Responsibilities is available at the front desk.

## **Nurse Advice Line 800-TRICARE (874-2273)**

After hours Nursing advice 24/7.

## **Pharmacy 206 217 6434**

The Pharmacy is staffed with a Pharmacy Officer and a technician and dispenses prescribed medications to all eligible CG and DoD beneficiaries. The Pharmacy only stocks medications that are listed on the Department of Defense Formulary and are regularly used by our providers.

As per flag voice Medical Refill 454 will be made available for Active Duty personnel only. Prescriptions from civilian doctors may be filled only when the Pharmacist is onboard. Please call ahead for Pharmacist availability.

New requests for prescription refills for active duty members may be called in to the Refill line, (206) 217-6434, 24 hours a day, 7 days a week. Please allow 48 hours for pick-up. Refills are made subject to medication availability.

Long-term prescriptions may be filled by the National Mail Order Pharmacy Program. Please see our Pharmacy staff with any questions.

Please be prepared to show your military identification. Also, if you are picking up a prescription for someone please have written authorization.

## **Immunizations/Medical Tests**

Readiness Immunizations and Medical Tests are administered Monday through Friday from 0630-1100 and 1230-1430 (except Wed afternoon).

No appointment is needed you can just walk-in.

Patients will be required to stay in the clinic for ten minutes after receiving any immunization.

## **Patient Advisory Committee (PAC)**

The PAC meets once a quarter and all beneficiaries are invited. We welcome your constructive suggestions. Contact the Clinic Supervisor for specific dates and times.

## **Grievances and Suggestions**

Grievances or suggestions should be directed to:

Clinic Supervisor:	HSC D. Galvizo
Health Services Administrator:	CWO T. DeVore
Senior Health Services Officer:	CAPT A. Castro
Regional Practice Manager:	LT A. Wanzer

**Monday-Friday 0615-1445**

**Wednesday 1300-1445 urgent care only**

**Telephone: (206) 217-6432**

# Base Seattle Clinic



1519 Alaskan Way South  
Seattle, WA 98134-1102  
Fax: (206) 217-6444

## To Our Patients

Welcome to the Base Seattle Clinic. We offer care to Active Duty Coast Guard and personnel of the U.S. Armed Service and Public Health Service.

Our staff includes three Medical Officers, two Dental Officers, one Pharmacist, one Physical Therapist, one Optometrist and one Dental Hygienist with a support staff of sixteen.

This team of healthcare providers and support staff delivers services for total healthcare, surrounding the patient with support to accomplish wellness goals. This healthcare model will coordinate the disciplines of medicine, dentistry, pharmacy, family support, work-life, and safety while incorporating patient needs to form the Patient Centered Wellness Home.

As a participant rather than simply a recipient of health care, wellness goals will be established collaboratively by you and your Primary Care Provider. Your active involvement is requested, desired, and needed to ensure your readiness to carry out the missions of the Coast Guard.

The Seattle clinic is open Monday-Friday from 0615 to 1445. Wednesday afternoon the clinic is open for urgent care only.

Clinic Website: <https://cgportal2.uscg.mil/units/dol/dol-3/BS/H/SitePages/Home.aspx>

### Medical Appointments (206) 217-6955/6432

Appointments are divided into the following categories. Contact the front desk to schedule an appointment Mon-Fri:

**Acute:** For conditions requiring treatment within 24-48 hours such as infections or flu like symptoms. We do *not* have morning sick-call walk-in hours. Patients should call the front desk for same day appointments.

**Routine:** For conditions that do *not* require immediate treatment but should be treated within 7-28 days such as back pain, joint pain or follow-up appointments for chronic conditions.

### Dental Appointments (206) 217-6955/6432

Dental exams are required ANNUALLY for active duty members. The dental clinic is able to accommodate Active Duty and Reserve members for routine and limited specialty care (AD only).

Active Duty dependents are encouraged to enroll in Met Life, Dependent Dental Plan. Information for Dental Plans for Active Duty dependents and Retirees can be located at the following websites: Retirees: [www.ddpdelta.org](http://www.ddpdelta.org). Active Duty dependants: [www.tricare.mil/dental](http://www.tricare.mil/dental).

### After Hours Care: Duty HS# (206) 673-1091

The clinic does not maintain a 24-hour live watch. If you require after hour medical services please contact the Duty HS phone number listed above.

The responsibilities of the Duty HS will consist of providing support and guidance with ALL after hour medical needs for ACTIVE DUTY personnel.

Contact the Duty HS first before going to the ER or an urgent care office, **UNLESS** you have an obvious true medical emergency (i.e. chest pain, broken bone, etc.). Once contacted, the Duty HS will assess the situation based on your symptoms, discuss with a Medical Officer as needed and will provide guidance on how to proceed.

### TRICARE Benefits

Please see a staff member if you have any questions concerning your benefits. Additional information or assistance can be found below.

*United Healthcare website:*  
[www.uhcmilitarywest.com](http://www.uhcmilitarywest.com) or call their service center at (877) 988-9378.

*HSWL Service Center Health Benefits Line:*  
800-9HBAHBA

### Optometry (206) 217-6955/6432

Optometry services are offered three days a week for all beneficiaries.

The "Frame of Choice" eyewear program is available and allows eligible members to receive one pair of non-standard eye glasses annually.

### Physical Exams (206) 217-6955/6432

To schedule your Periodic Health Assessment (PHA) or other required physical exams, please call our front desk at (206) 217-6955.

Reserve members not on orders for 31 days or more, shall receive their PHA through the Reserve Health Readiness Program (RHRP). To schedule a RHRP PHA appointment contact (800) 666-2833.

The PHA may be performed up to two months prior to your birth month.

### Urgent Care

The clinic is equipped with a small urgent care for triage and stabilization. Emergency care beyond the scope of this facility will be referred to local Emergency Medical Services via 911.

### Specialty Care (206) 217-6447

When indicated, patients are referred to military and/or civilian facilities for services. If you have questions regarding your referral call the number listed above.